

**CHIEF OF OPERATIONS  
STUDY GUIDE**

A written examination for the class of **CHIEF OF OPERATIONS** to be administered in **ST. TAMMANY F.P.D. #12** on **AUGUST 23, 2016**, will consist of approximately **110** multiple-choice questions. The examination will test your knowledge in the following subject areas:

<b>SUBJECT AREA/KNOWLEDGE</b>	<b>APPROXIMATE % OF EXAM</b>
<p><b>FIRE ADMINISTRATION</b></p> <p>Knowledge of the principles of effective fire service involving management theory and organizational behavior; researching, planning, organizing, directing, inspecting, and evaluating departmental operations; public relations; and pre-fire planning, including court testimony.</p>	30.0%
<p><b>MANAGING EQUIPMENT / PROPERTY / SUPPLIES</b></p> <p>Knowledge of the management, maintenance, and purchasing of equipment, property and supplies, including verifying that equipment is tested and meets applicable standards.</p>	10.9%
<p><b>FINANCIAL MANAGEMENT</b></p> <p>Knowledge of the financial management and planning processes of a public agency, including budget preparation; and overseeing the expenditure of budgeted funds.</p>	7.3%
<p><b>RECORDS / REPORTS / CORRESPONDENCE</b></p> <p>Knowledge of effective records-management practices, including preparation, content, format, control, and retention, and knowledge of effective report preparation procedures, including the compilation, analysis and organization of data into an effective written format for reports or official correspondence.</p>	10.9%
<p><b>SUPERVISION</b></p> <p>Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts; and to maintain discipline.</p>	15.5%

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
<p><b>FIREGROUND COMMAND</b></p> <p>Knowledge of fireground command procedures sufficient to direct emergency scene operations, and to supervise subordinate employees at the scene of an emergency in the following areas; performing size-up; directing rescue, forcible entry, ventilation, nozzle and hose handling, protection of exposures, fire extinguishment, pump operations, use of sprinkler and standpipe systems, use of water supplies, salvage, overhaul, first aid, CPR, and emergency medical services; acting as part of the fire attack team; overseeing safety procedures; handling hazardous materials; and maintaining fireground communications.</p>	<p>25.5%</p>

**REFERENCE LIST**

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are written from those references listed under the Primary List.

**PRIMARY REFERENCE MATERIAL**

**EFFECTIVE SUPERVISORY PRACTICES**, International City Management Association (ICMA), 1120 G Street, N.W., Washington, D.C. 20005, 4th ed., 2005.

**NOTE: Obtain through LSU Firemen Training Program or IFSTA Fire Protection Publications.**

**INTERNATIONAL FIRE SERVICE TRAINING ASSOCIATION (IFSTA)/ FIRE PROTECTION PUBLICATIONS** (Training Manuals):

Essentials of Firefighting and Fire Department Operations, 5th ed., 2008.  
 Fireground Support Operations, 1st ed., 2002.

**NATIONAL FIRE PROTECTION ASSOCIATION (NFPA) PUBLICATIONS AND STANDARDS:**

**MANAGEMENT IN THE FIRE SERVICE**, Carter, Harry R., and Rausch, Erwin, NFPA, Quincy Mass., 4th ed., 2008.

**FIRE PROTECTION HANDBOOK**, NFPA, 19th ed., 2003.

**FIRE COMMAND**, Brunacini, Alan V., NFPA, 2nd ed., 2002.

**MANAGING FIRE AND RESCUE SERVICES**, International City Management Association (ICMA), 1140 Connecticut Ave., N.W., Washington, D.C. 20036, 1st ed., 2002.

**NOTE: Available through LSU Firemen Training Program or IFSTA Fire Protection Publications.**

**MANAGEMENT POLICIES IN LOCAL GOVERNMENT FINANCE**, International City/County Management Association (ICMA), 777 N. Capitol Street NE, Suite 500, Washington, D.C., 20002-4201, 5th ed., 2004.

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.